Who needs to know this answer?	Section #, Q and A #	QUESTIONS	ANSWERS	Subject Area	Date Posted
	SECTION 1	**GENERAL INFORMATION**			
FTLs RCs Reviewers	Section 1 Question 1 (1Q1)	What is the purpose of each of the websites?	1. headstartreviews.com - Central site for all reviewer recruitment, support and announcements. Qualifications are posted, an online application process is available, and upcoming events are announced. Links to relevant documents such as, Head Start performance standards and regulations, PRISM training materials, and the PRISM Guide, are also found on the site. 2. http://www.acf.hhs.gov/programs/hsb/prism/ - Site from which the PRISM 2006 Software STAND-ALONE interface can be downloaded. The Stand-Alone interface is used to collect and analyze data, record preliminary areas of noncompliance, and generate a preliminary review report. 3. https://PRISMweb.lewin.com/prism/login.do - Site hosting the PRISM 2006 Software WEB interface, used by Bureau and Regional Office staff to conduct advance activities, finalize review reports, and track corrective action activities. The site is also used by review team members to view documents collected during advance activities. 4. A Monitoring Review Workzone **[Insert Website]** has been established for Federal staff to pose questions and and get answers. It serves as a repository for all tip sheets and protocols.	Web Sites	11/9/2005
FTLs RCs Reviewers	1Q2	Where can I get a hard copy of the FY 2006 PRISM Guide and Instrument?	A hard copy of the FY 2006 PRISM Guide and Instrument is included in the pre-review package of materials sent by DANYA. The Guide and Instrument also are available at the Headstartreviews.com website and HSIPC's website. (http://www.headstartinfo.org/publications/PRISM_2006/index.htm)	PRISM Instrument	11/9/2005
FTLs RCs Reviewers	1Q3	Are teams still being evaluated?	Yes, the Reviewer Performance Assessment is a mandatory process. Reviewers will receive a link to the assessment form following the review, and will have 10 days to complete and submit it.	Performance Assessment	11/9/2005
RCs Reviewers	1Q4	How many RCs and TLs were trained at the Report Coordinator training in October? Are there other RCs in the pool? Were MH reviewers trained in the software?	There were 120 RCs, 8 FTLs and 12 TLs (nonfederal) trained. There are currently 83 additional RCs in the pool and over 100 have recently applied to become RCs. Mental Health reviewers were not trained in the software.	Training	11/9/2005
FTLs RCs Reviewers	1Q5	"Higher level of expectations…" Evaluation by team members of team members. What is the procedure for commenting on an evaluation score of "1" or "2"? What is the procedure for replying to a low score we might received?	Danya is developing a system for making decisions about warnings, removal from the pool as well as providing feedback to reviewers who receive multiple low scores on multiple reviews. An occasional low score does not impact a reviewer's ability to conduct reviews. We will post updates on this system on the headstartreviews.com website.	Performance Assessment	11/9/2005

FTLs RCs Reviewers	1Q6	Who is evaluating who? Is the FTL evaluating the team? Is the RC evaluating the FTL? Is the RC evaluating the team? Are we using this process?	The Reviewer Performance Assessment (RPA) process is completed the week following a review. The TL and reviewers assess the RC and their fellow reviewers. Yes, we are using the process. At this time, there is no evaluation process for FTLs. If unsolicited feedback is received from the field, it will be communicated to Regional Administrators who will address the feedback with the appropriate FTLs.	Performance Assessment	11/9/2005
FTLs RCs Reviewers	1Q7	What is the difference between the PRISM Software's Web Interface and the Stand-Alone Interface?	The Web Interface is used primarily by Federal staff to conduct advance activities tasks, maintain an electronic repository of review data, finalize review reports, and track corrective actions. The Stand-Alone Interface is used in the field for the on-site phase of the review. It is designed to help reviewers to collect and analyze issues identified in the field and develop a preliminary review report that documents preliminary areas of noncompliance.		
FTLs	1Q8	What is my username and password for the PRISM Software?	PRISM Software usernames are the same as those Danya has assigned for use on the headstartreviews.com website. The first time you log-in to the PRISM Web interface, your password is identical to your username. For example, if your Danya-assigned username is FTL1234, your PRISM Software username is FTL1234, and your password is FTL1234. Note that the password is case sensitive.	Passwords	11/9/2005
FTLs RCs Reviewers	1Q9	I've forgotten my password. What do I do?	Contact the PRISM Help Desk if you have forgotten your PRISM Software password. The helpdesk staff will need to ask a series of questions to confirm your identity before resetting the password. Reviewers: If you have forgotten your headstartreviews. com password access the reviewer website and click on the icon "reviewer login", there is a link at the bottom of the page "forgot your password/user ID"? FTLs: If you have forgotten your headstartreviews.com password access the FTL website, and click on the "forgot your password"' link on the login screen.	Passwords	11/9/2005
	SECTION 2	**ADVANCE ACTIVITIES: PREPARING FOR A REVIEW**			
RCs	2Q1	What supplies will Danya provide RCs?	Danya will send RCs Fed X labels and dividers with tabs for the review materials binder. We will reimburse RCs for the purchase of a 2" 3-ring binder, up to three printer cartridges, paper, binders, copying, and other supplies related to your duties. We will not ship supplies to the hotel, as this significantly increases the cost of those supplies. Please submit receipts for supplies to DANYA when submitting other travel expenses.	Planning for a review	11/9/2005
FTLs RCs Reviewers	2Q2	Will there now be a similar time frame for review weeks? The region that refuses to start reviews until Monday is short-changing the grantee as compared to other regions.	The HSB has stated that all review teams are expected to hold their first meeting on Sunday and their last meeting on Friday	Planning for a review	11/9/2005

FTLs **RCs** **Reviewers**	2Q3	Will fiscal reviewers be required to arrive at the review a day early (Saturday), or is this an option of each FTL?	The Bureau has stated that it is now Standard Operating Procedure for fiscal reviewers to arrive on Saturday. This in no longer optional. It is the responsibility of the FTL to provide the grantee with the Fiscal Reviewer's name and hotel so that the appropriate fiscal documents can be sent to the hotel by Saturday. The list of fiscal documents may be found on page 8 of the PRISM Guide.	Planning for a review	11/9/2005
FTLs **RCs** **Reviewers**	2Q4	How do I view (electronically) the pre-site grantee documents collected by Danya?	All review team members assigned to a review scheduled by Danya can view documents attached to a grantee's records by accessing the PRISM 2006 Software's Web Interface. 1. Go to https://PRISMweb.lewin.com/prism/login.do 2. Search for the grantee by grantee name or grant # (The review ID is not the grant #) 3. Open the grantee's record 4. Click on the Show Reviews button 5. Select the appropriate review 6. Select the "contact the grantee" task -- the documents are attached to this task in the "History" section at the bottom of the page. 7. Click on the attachment to open it. Please note that the documents will not be available to be viewed until about one week after the RTRF is completed.	Grantee documents	11/9/2005
FTLs	2Q5	As an FTL, how do I provide my team with access to the review?	FTLs provide team members access to reviews. FTLs should provide access ONLY to CURRENT reviews. To provide access: 1. Go to https://PRISMweb.lewin.com/prism/login.do 2. Search for the grantee, by name or grant # 3. Open the grantee's record 4. Click on the "Show Reviews" button 5. Select the appropriate review 6. Change the status of the "Provide Team Access" from "Ready to Provide Access" to "Access Provided"	Accessing review	11/9/2005
RCs **Reviewers**	2Q6	As a reviewer, how do I access my review?	RCs and Reviewers access their reviews through the Stand-Alone Interface. To access a review, first synchronize with the PRISM website using the Stand-Alone interface on your laptop computer. This action is performed FROM THE STAND-ALONE INTERFACE.	Accessing review	11/9/2005
FTLs **RCs** **Reviewers**	2Q7	Why do I need to "synchronize" and what exactly does it mean?	Synchronization occurs in three phases of the review: (1) to download the content of a review from the Web Interface to the Stand-Alone Interface, which is used in the field for the on-site review, (2) to share data and assignments among team members, and (3) to send the review back to the website, which closes the review for an individual reviewer.	Synchronization	11/9/2005
RCs **Reviewers**	2Q8	As an RC or reviewer, what if I synchronize with the Web Interface but do not receive the review for which I am scheduled? What does that mean?	If you are a RC or reviewer and you do not receive the review when you synchronize your laptop with the Web Interface, the FTL most likely has not provided your team with access to the review. Contact the FTL to determine whether he or she has completed the "provide team access" task.	Accessing review	11/9/2005

FTLs	2Q9	As an FTL, what if I cannot find my review (i.e., the grantee I am reviewing) in the PRISM Software Web Interface?	If you are an FTL who cannot find the grantee when you search by grantee number or name, please contact Lewin's PRISM Help Desk. Lewin will coordinate with Danya to ensure that the PRISM and Danya systems are communicating the necessary information.	Accessing review	11/9/2005
FTLs RCs Reviewers	2Q10	I'm preparing for a review. How do I know whether or not I have the current version of the PRISM 2006 Software's Stand-Alone Interface?	Lewin posts the most recent version of the software along with installation guidance at its PRISM website -- http://www.acf.hhs.gov/programs/hsb/prism/	Downloading PRISM Stand-Alone software	11/9/2005
FTLs RCs Reviewers	2Q11	I'd like to practice using the Stand-Alone Interface. Is there any way to practice?	You may practice in the Stand-Alone Interface by logging into the system as "sample.user." You will see a review entitled "Sample Training Review (Local Use Only)." Synchronize with the web (select the "synchronize" button, and select the "Synchronize with the PRISM Software Website" option. Enter your "sample.user" as your password, and press "start." This downloads the latest version of any updated content into the practice application. You may then select the sample review to enter it and begin practicing. You cannot synchronize with the web or another computer when using the sample review. Lewin is developing on-line tutorials to provide on-line training for all software users. We will publicize this resource as soon as it is available.		
FTLs	2Q12	Who will assign reviewers to core questions?	Although the PRISM Guide says that Review Planners will assign reviewers to core questions, FTLs will continue to do so as in the past.	Assigning reviewers to core questions.	11/9/2005
FTLs RCs Reviewers	SECTION 3	**THE ON-SITE REVIEW**			
FTLs RCs Reviewers	3Q1	When should I synchronize during the review week? Does it matter when or the order in which I synchronize my computer with the RCs?	Yes, it is critical that the team establish a process for synchronizing computers, especially if team members will be sharing computers. This should be done at Sunday's team meeting. Lewin has developed several documents that provide detail on synchronizing. Please refer to the website (http://www.acf.hhs.gov/programs/hsb/prism/) for important guidance and updates.	Synchronization	11/9/2005
FTLs RCs Reviewers	3Q2	Can we share computers?	It is preferred that each reviewer use their own laptop. If you must share, it is suggested that you use the same laptop throughout the week. Please refer to Sharing Computers guidance posted at http://www.acf.hhs.gov/programs/hsb/prism.	technical requirements / synchronization	11/9/2005
RCs	3Q3	How do I hook up the router?	Lewin has developed a document that provides detail on installing and configuring your router. Please refer to the website (http://www.acf.hhs.gov/programs/hsb/prism/)	Router	11/9/2005
RCs	3Q4	I cannot access the Internet when using my router	Using a router does not automatically provide internet access. To provide internet access, the router must be connected to a "live" internet connection. In the PRISM process routers are generally used to create computer-to-computer networks for synchronization.	Router	11/9/2005
RCs	3Q5	How does the router work with wireless Internet cards	Lewin has developed several documents that provide detail on routers. Please refer to the website (http://www.acf.hhs.gov/programs/hsb/prism/) for important guidance and updates.	Router	11/9/2005

RCs Reviewers	3Q6	How many ethernet cables do I need?	The RC needs two cables, one to connect to the router and one to connect to the other user's computer, assuming non-wireless connections. Reviewers are encouraged to bring one cable as well for use when synchronizing. Lewin has developed several documents that provide detail on synchronizing. Please refer to the website (http://www.acf.hhs.gov/programs/hsb/prism/) for important guidance and updates.	Router	11/9/2005
FTLs RCs Reviewers	3Q7	I cannot synchronize my computer with the RCs. Is there anything I can do to troubleshoot in the field?	The firewalls installed on individual computers may prevent one computer from successfully synchronizing with another. Lewin has developed several documents that provide details on firewalls. Please refer to the website (http://www.acf.hhs.gov/programs/hsb/prism/) for guidance on helping the firewall to recognize the PRISM Software. You may also contact the helpdesk if you have difficulty addressing any firewall issues your team is encountering.	Synchronization	11/9/2005
FTLs RCs Reviewers	3Q8	How do I print a summary of the issues we've identified on any given day? I heard the software didn't allow for printing during the first week of reviews. Has this been resolved?	A glitch in the software prevented the "print" function from operating correctly. This issue has been resolved in version 1.0.5 of the software. To print, go to the "preliminary review report" screen, and select the appropriate summary you want to print (e.g., all core questions, specific core question, and which issues - investigating, closes, preliminary areas of noncompliance, PANCs corrected in the field).	Printing	11/9/2005
FTLs RCs Reviewers	3Q9	I'm on a follow-up review and noticed that a determination from the triennial report does not appear in the history for my follow-up review. How do I follow-up on that finding if it is not in the software?	Please e-mail the PRISM Help Desk (PRISMhelpdesk@lewin.com) for assistance.		11/9/2005
FTLs RCs Reviewers	3Q10	I have identified a preliminary area of noncompliance but the standard I need to cite is not included in the PRISM Software. What do I do?	If a standard you need to cite is not available in the PRISM Software, create a new "issue" within the software (as you do for other issues). Type the citation number you want to cite [at the LOWEST level - e.g., 1304.21(a)(iii)] with enough of the citation's narrative to allow the reader to confirm that the correct number was typed. Type your narrative, enter your evidence, and select the program type much in the same way you do for other Preliminary Areas of Noncompliance you have documented. Lewin and Danya will ensure that the appropriate citation is added. If you create a Preliminary Area of Noncompliance for which no citation is available within the PRISM Software, please e-mail the PRISM Help Desk the grantee number, name, and a copy of the above-mentioned narrative (which includes the citation number and description of the issue).		11/9/2005
FTLs RCs Reviewers	3Q11	Does Danya have any broad tips for writing?	1. When writing an area of noncompliance, you should have separate paragraphs for separate thoughts. 2. Remember that each of those paragraphs begins with a topic sentence that tracks the language of the applicable citation, provides clear supporting evidence of the problem, and gives two methodologies to support the cited problem. 3. You should be sure to list titles of people you interview, and specific names and locations of any documents you reference.		11/9/2005
	SECTION 4	**CLOSING OUT THE REVIEW**			

FTLs **RCs** **Reviewers**	4Q1	When is the work of Reviewers considered finished?	A Reviewer's work is considered finished once the FTL/RC team confirms that s/he has completed thework and submitted a satisfactory product. If the Reviewer has submitted an unsatisfactory product, The FTL/RCs determine whether it should be reworked or whether the time for the onsite process is finished. If the FTL cannot confirm receipt of a satisfactory work product, it will be reflected in the Reviewer's RPA and may impact whether the Reviewer is invited on future reviews. If the FTL decides that a reviewer needs to extend his/her stay beyond the initially planned departure time, the Reviewer will be expected to do so. All Reviewers have been notified of this possibility. Each review packet sent to Reviewers has a brightly colored single sheet inserted which notifies the reviewer that they should NOT expect to leave early on Friday (as was the practice in previous years) and that it is in their interest to start documenting their findings as early as possible in the review week. Waiting until Thursday evening to begin writing increases the likelihood of missing a Friday flight. Furthermore, each FTL has the authority to decide	Planning for a review	
FTLs **RCs** **Reviewers**	4Q2	Will that result in additional expense due to cancelled and rescheduled flights?	It may. The Bureau is prepared to approve this, as there may be many reasons for a reviewer to have to stay later. However, if poor performance of an individual Reviewer, or group of reviewers causes additional overall expense (because of unfinished work) Danya may opt to use that Reviewer much less frequently. We would expect the RPA to reflect this.	Planning for a review	11/9/2005
RCs **Reviewers**	4Q3	If Reviewers stay later, will they be paid more?	Reviewers are paid for 5 1/2 days already. Fiscal reviewers are normally paid for 6 1/2 days. The 1/2 day is for the Sunday travel and meeting. They are already paid a full day for Fridays. If they need to stay an additional night, they will be paid an additional 1/2 day.	Reviewer Pay	11/9/2005
FTLs **RCs** **Reviewers**	4Q4	But what if everything is done but the report will not upload?	Again, the FTL makes the bottom-line decision as to when people may go home. As a general rule, if technical glitches prevent the uploading of the report, and the FTL/RC team has been working with Lewin's helpline, this need not delay anyone's departure. In that SINGLE instance, it will be acceptable for the initial report to be submitted the following Monday. In general, it is a good idea to keep a Word copy of the write-ups, if possible. (Just in case)	Uploading reports	11/9/2005
RCs	4Q5	How do I ship the hard copy evidence and documentation collected in the field?	DANYA will send each RC a FedEx shipping label with the reviewer packet before the review. Please secure a shipping envelope or box of the necessary size and use that label to send the hard copy evidence to the FTLS at his or her home region at the end of the review. RCs should ship Friday before leaving the review; in rare cases, if FedEx is not available, shipping should occur Mon. morning.	Shipping evidence	11/9/2005
RCs	4Q6	Is the (salary) payment for RCs going to be increased?	RC payment will remain at $300/day.	RC salary	11/9/2005